SA Health Job Pack

Job Title	Administration Officer - Ceduna
Eligibility	Open to Everyone
Job Number	696087
Applications Closing Date	20 September 2019
Region / Division	Eyre and Far North Local Health Network
Health Service	Ceduna Regional Community Health
Location	Ceduna
Classification	ASO2
Job Status	Multiple Temporary, Full-time & Part Time positions available up to 30/06/2022 (hours to be negotiated)
Total Indicative Remuneration	$59,739 - $64,388 p.a. (Pro-rata)

Contact Details

Full name	Rebecca Elson
Phone number	8628 2665
Email address	rebecca.elson@sa.gov.au

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Screening - **DHS**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category C (minimal patient contact)
- *This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). Please click here for further information on these requirements.*

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -
- **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to http://www.sahealthcareers.com.au/information/ for further information regarding
- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

Role Title:	Administration Officer
Classification Code:	AS02
LHN/ HN/ SAAS/ DHA:	CHSALHN
Hospital/ Service/ Cluster	Eyre & Far North Region
Division:	Eyre & Far North Region
Department/Section / Unit/ Ward:	EFN Regional Community Health
Role reports to:	Regional Community Health Team Leader Business Support and Programs
Role Created/ Reviewed Date:	2003
Criminal History Clearance Requirements:	☒ Aged (NPC) ☒ Child- Prescribed (DCSI) ☐ Vulnerable (NPC) ☐ General Probity (NPC)
Immunisation Risk Category	Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Administration Officer is responsible for the provision of a high quality, confidential; customer focused administrative service to clients, staff and visitors for the Community Health in the EFN Region.

Direct Reports:

Responsible and reports to the Coordinator Business Support EFN Region.
Is accountable to the applicable Regional Community Health Team Leader Business Support and Programs.

Key Relationships/ Interactions:

Internal

> Works as a member of a team to achieve team outcomes in a cooperative and constructive manner
> Maintains effective working relationships with all members of Community Health Services staff and agencies
> The incumbent of this position may be required to provide support and relief for other administrative positions within Health Services and may be required to monitor and support the work of Trainee staff

> Work as part of a multi-disciplinary team
External
> Customers and Client

Challenges associated with Role:
N/A

Delegations:
N/A

Resilience:
SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development
The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:
Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to: > Work Health and Safety (WHS). > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation). > Keeping Them Safe Legislation (inclusive of Mandatory Notifier). > Disability Discrimination. > Code of Fair Information Practice. > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008,   and the SA Health (Health Care Act) Human Resources Manual. > Relevant Australian Standards. > Duty to maintain confidentiality. > Smoke Free Workplace. > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.

> Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement:

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

> Appointment is subject to immunisation risk category requirements (see page 1.) There may be ongoing immunisation requirements that must be met.

> Meet immunisation requirements as outlined by *the Immunisation Guidelines for Health Care Workers in South Australia 2014*

> It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.

> Prescribed Positions under the Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).

> Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory

National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.

> Prescribed Positions will also require a NPC general probity clearance.

> Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.

> Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.

> The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

Key Result Area and Responsibilities

(

Key Result Areas	Major Responsibilities
Contribute to the provision of high quality Customer Service for both internal and external clients by	> Attending to client enquiries on the telephone or in person and providing relevant advice and assistance and/or referring the enquiry to the most appropriate person for attention. > Responding to incoming telephone calls and providing accurate information to telephone queries. > Making appropriate referrals as required > Coordinating the booking of appointments for services > Attending to visitors in the reception area in a professional manner and ensuring they are directed appropriately > Welcoming and directing visitors promptly and pleasantly > Networking and establishing working relationships with other administrative colleagues and organisations > Taking/relaying clear accurate messages > Carry out emergency procedures in accordance with policies, procedures and guidelines.
Ensure a Professional, efficient administrative support Service to Community Health	> Providing timely word processing, desktop publishing and data entry operations > Maintaining administrative records and information systems; > Ordering medical records and monitoring their management and confidentiality within the Community Health Division; > Providing and maintaining systems for administrative requests (photocopying, filing, etc); > Managing the creation, storage, retention and disposal of both medical and business records in a confidential manner and within the Retention and Disposal schedules.
Contribute to the effective management of resources by the Community Health Services Division in line with established policies and procedures by:	> Maintaining the waiting room environment; > Maintaining stocks and storage of information pamphlets and brochures; > Maintaining room, equipment and car bookings as required; > Ensuring ordering of stock/non-stock items and accounts are endorsed by the appropriate delegate and forwarded to the appropriate Department; > Monitoring and requisitioning stationery and minor office equipment supplies as required; > Notifying of required building, equipment and motor vehicle maintenance as required; > Maintaining Postage system including monthly recoup. > Managing the mail delivery systems.
Contribute to the provision of efficient front office reception and administrative support by**:	> Undertaking a range of quality activities to improve client and administrative services; > Participating in relevant staff development activities and meetings; > Reviewing relevant policies and procedures; > Representing administrative services and the Community Health Services Division as required. > Providing training and orientation in Administration to new staff. > Providing support to the Regional Manager Community Health Services

	and Leadership team by : Providing a confidential clerical and administrative support as required; > Managing administrative tasks as delegated from time to time.
Contribute to the achievement of outcomes, as identified in Country Health SA. Strategic plan by:	> Contributing to the development and implementation of departmental strategic directions and plans. > Contribute to the well-being of people in South Australia through participation in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:	> Complying with workplace policies and procedures. > Participating in all activities associated with the management of workplace health and safety. > Identifying and reporting all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace. > Complying with and have a working knowledge and understanding of Infection Control policies and procedures. > Utilising appropriate personal protective equipment > Promoting awareness and compliance with Equal Employment Opportunity principles > Participating in personal development reviews. > Participation in continuous quality improvement programmes. > Ensuring cultural sensitivity is maintained by attending and contributing to their learning in diversity of Cultural Awareness and cross cultural training, with a frequency determined as appropriate by the organisation.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications
> N/A

Personal Abilities/Aptitudes/Skills:

> Proven ability to communicate effectively both verbally and in writing with a wide range of clients, members of the community, health service staff and staff from other agencies.
> Demonstrated ability to work as a member of a team and contribute positively to a spirit of team cooperation.
> Ability to determine priorities, organise work and commitments and meet pre-determined deadlines.
> Proven excellent customer service skills for people with diverse value systems, cultural differences and special needs.
> Consistently demonstrate an attentive helpful manner, including dealing with difficult clients.
> A high level of competency in the use of computers, word processing and office administration processes and procedures.
> Sound word processing and data entry skills.
> Ability to comply with the health service policy on confidentiality.

Experience

> Experience in providing a comprehensive and efficient range of administrative & clerical support services.
> Demonstrated experience in the use of computer software programs, in particular Microsoft Office programs and the Internet.

Knowledge

> Knowledge of primary health care and community health principles;
> Knowledge and understanding of confidentiality and information security,
> Knowledge of the requirements of Occupational Health and Safety.

DESIRABLE MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

> Qualifications in Office Administration or Business Management
> Qualifications in Medical Terminology

Personal Abilities/Aptitudes/Skills:
> N/A

Experience

> Demonstrated experience in desktop publishing.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:

…..

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

> We are committed to the values of integrity, respect and accountability.
> We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
> We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

> Democratic Values - Helping the government, under the law to serve the people of South Australia.
> Service, Respect and Courtesy - Serving the people of South Australia.
> Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
> Accountability- Holding ourselves accountable for everything we do.
> Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: **Role Title:**

Signature: **Date:**

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name: **Signature:**

Date: